

Flow of use

1. Inquiry/Application

Please apply until 10 days before the day of use from the inquiry form of website.

Basically, we recommend to try fitting in our salon before renting kimono.

By fitting, you are able to choose kimono comfortably in advance. The fitting is reservation-only.

After application, you will receive an autoresponder email, and we will contact you from the salon.

Please contact us at the following phone number if you are in a hurry.

(TAKAMI BRIDAL OSAKA : 050-3646-8777)

*Opening hours are weekdays/weekends : 10:00~19:00. (Tuesday is a regular holiday.)

If you are not able to come to the salon with the time mentioned above, please feel free to contact us.

2. Visiting the salon / Fitting

Please choose kimono when you come to the salon.

Please bring your photo ID that is passport or driver's license to verify your identity and a credit card that can be paid.

We will make a copy of your photo ID on that day, and strictly manage it based on our privacy policy.

*There are some optional rental and purchase items such as Japanese sandals, kimono bags and underwear for kimono.

*The customer who prefers us to suggest you kimono (prefer not coming stores),

Please follow the steps: Inquiry form>Details of inquiry>[salon's choice].

Thereafter, the salon staff will consult with you on the phone, and suggest the best one for you.

3. Payment

A credit card: Please pay by a credit card when you come to the salon for fitting.

Credit Cards: VISA, JCB, Master, AMEX, SAISON

*Please be noted that we do not accept payment by cash.

Cancellation after payment

Cancellation date	Cancellation fee
Until 8 days prior to the day of use	NONE
From 7 days to 2 days prior to the day of use	50% of the contract fee
1 day prior to the day of use & On the day of use	Full amount of the contract fee (100%)

4. Delivery

Products will be delivered to home or fitting place that you specified.

After application, please tell us the delivery address.

The products are delivered by 2 days before the day of use.

We will bear the shipping charge.

<It is possible to deliver to our partner hotels or beauty salons. Please let us know in advance if you wish. >

5. Return

Please return the kimono to us by the following day of the day of use.

We will enclose delivery slip (payment on delivery) in the shipment.

Shipping fee will be paid by us.

“Return Check Sheet” will be enclosed with the kimono also, so please check whether the accessories to return are prepared or not.

In addition, please fill in the spot on the “Return Check Sheet” and return it, if you get stains, or damages on renting kimonos.

---If return is delayed by the customers personal preference, a late fee which is 20% of the rental fee will be charged per day from the next day.

---When a return day is passed 7 days, we consider as purchased and will charge the balance of selling price and rental fee.

<Hair/make-up and Fitting>

As for hair/make-up and fitting, you can arrange by yourself or we are able to introduce some salons.

Please feel free to contact us.

<Obi and Other accessories >

Obi will be coordinated and prepared by a stylist who is expert of kimono.

If you prefer to designate obi, it is possible to choose with the optional fee.

Please feel free to contact us when you visit the salon.

-The contents of kimono set-

Obi, Dateeri, Obiage, Obijime, Nagajuban, Erishin, Koshihimo, Datejime, Obimakura, Maeita, Sensu

-Other options-

A complete set of underwear for kimono: ¥7,000 (tax excluded) (purchase only)

A set of bag and Japanese sandals: A flat rate ¥10,000 (tax excluded)

The designated obi fee: ¥10,000 (tax excluded)

Rental Kimono Agreement

We provide rental services based on the following terms.

<Order conformation>

The order confirmation is made when the customer completes the payment after mutually confirming whether the delivery date, the date of use, the return date, the rental kimono, and the delivery address are correct between the customer and our company.

<Terms before product shipment>

Cancellation

After confirming the order, the cancellation fee is specified in Table 1 will be charged. In the case of credit card payment, the cancellation fee will be settled by a credit card. (If the cancellation fee is 50% of the contract fee, the balance will be refund.) If you would like to cancel, please contact us by e-mail stating "Cancellation Request" in a subject and "the name of the orderer and the date of use" in a text. When we receive an email from the customer, the cancellation will be confirmed. We do not accept the cancellation by phone.

Table 1: Cancellation Fee

Cancellation date	Cancellation fee
Until 8 days prior to the day of use	NONE
From 7 days to 2 days prior to the day of use	50% of the contract fee
1 day prior to the day of use & On the day of use	Full amount of the contract fee (100%)

<Terms after delivery>

Cancellation by the customer's personal preference

We do not accept a cancellation by the customer's personal preference.

Correspondence in the case of defectiveness and shortage of products

If there are a defectiveness and a shortage in the contents of the products we sent, we will send you a substitute as soon as possible. If we are not able to replace the same item, please accept the equivalent substitute. Our rental products have a little damage and stain that are not affecting use, due to rental products. Please understand that we are not able to exchange the products because of those reason. If delivery of substitutes is not in time and you could not wear the kimono, we will make a compensation with a full refund of the payment amount.

<Terms after returning the products>

Regulations of damage and spot of the rental kimono and dressing accessories

After returning, we will check the spot, damage, and shortage of the kimono and rental accessories with "Return Check Sheet". Please note that if any spots, damages or shortage is confirmed, we will take an action according to the condition of the products as below. In addition, please do not try to remove the stain by yourself when you found the stain on the kimono. Please fill in the spot on the "Return Check Sheet", and enclose and return it.

Free Support

Kimono, obi and dressing accessories are free of charge for cleaning that getting spots on the kimono naturally. There is no problem with the natural depletion and damage of Japanese sandals and clogs. It is our responsibility to damage items which have been deteriorated by repeated use.

Charge

Damage and tear on the fabric of kimono and obi will be charged. In addition, damage, stain and unnatural use of the customer cause by failure to follow the instruction for the use will be paid for. In this case, we will claim the actual cost of repairs to recover the items as rental items. The billing amount is the amount of reimbursement set forth in Table 2 with upper limit.

Request of compensation

For non-renewable damage and stain as a rental product, (if the tearing fabric is cannot be repaired until it can be used, and if it cannot be removed stains until it can be used) the payment amount that is stipulated in Table 2 will be charged. Damaged or stained items will be belonged to our company, so they will not be given to the customer.

Lack of returned items

If there is a shortage of returned items from the customer, we will contact you, so please search and send it to us. In this case, the shipping fee will be paid by the customer. If you do not find a missing item, we will regard the missing item as lost.

Lost

If you lose kimono, a complete set of products or a part of the complete set, the payment amount that is stipulated in Table 2 will be charged separately from the rental price. Even if a lost item is found after reimbursement, the payment once received cannot be refunded.

Contamination of products that are other than our products

If the product is returned by the customer contains an item that is not ours, we will notify you and take an action based on your request. If the customer requested to return it, we will send it by payment on delivery. If one-month storage period has passed, and the customer contacts us that the item is unnecessary, we will dispose it.

Packing defect

If a kimono bag or an item of products get damaged due to packing defect, the repair fee will be charged.

Return shipping fee

We will enclose delivery slip (payment on delivery) in the shipment for return of products. Shipping fee will be paid by us. In addition, if the customer returns the products by payment on delivery (paid by us) with using carriers that are not specified by us, we will charge the fee for the payment on delivery and a commission ¥ 540 (tax included).

<Terms of extension and overdue>

Extension of rental

If you wish to extend the service, please notify us that you would like to extend the service by the date of return, and pay an extension fee that is equal to the late fee. However, please be aware that if there is a reservation made by another customer, it may not be accepted. Also, please note that if the customer does not contact us, it will be regarded as overdue.

Overdue

If return is delayed without contacting us, a late fee which is 20% of the rental fee will be charged per day from the next day. After the return, we will regard the number of days later than the default number of days for Sagawa Express to be delivered from the customer's shipping location to us as the number of days overdue. The days that have been delayed due to traffic disruptions such as heavy snow and typhoons are excluded. If the delivery schedule falls on regular holiday of our company, it will be calculated from the next business day. Even if the return of the product is delayed due to the customer's personal preference, we will separately charge 20% of the rental fee as an overdue fee on a daily basis from the next day. If the products are not be returned even after 7 days from the date of return, and we cannot contact you, it is considered as lost and will be charged the amount of compensation.

In terms of request of repair fee, reimbursement fee and late fee

Repairs, reimbursements and late fees will be charged to the customer who ordered. Even if the customer ordering is different from the actual customer using kimono, all expenses will be charged to the customer who ordered kimono and the additional charge will be paid from a credit card

Table 2 reimbursement fee

Kimono	¥100,000
Obi	¥100,000
A set of Japanese sandals and a bag : Gold (Enamel / Saga Nishiki)	¥100,000
A set of Japanese sandals and a bag : Obi material	¥200,000
Nagajyuban	¥10,000
Datejime	¥1,000
Koshihimo	¥1,000
Erishin	¥1,000
Obiage	¥5,000
Obijime	¥5,000
Dateeri	¥5,000
Obimakura	¥1,000
Maeita	¥1,000
Sensu	¥1,000